

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Langley, BC #847	\$28,319	\$45,606	61.0%
Boynton Beach, FL #781	\$19,222	\$30,255	57.4%
Alpharetta, GA #600	\$19,671	\$30,807	56.6%
Thousand Oaks, CA #320	\$21,346	\$31,485	47.5%
Lynnwood, WA #624	\$18,501	\$27,007	46.0%
Middletown, NJ #480	\$14,099	\$20,528	45.6%
Olympia, WA #300	\$20,164	\$29,083	44.2%
Harlingen, TX #864	\$21,347	\$30,456	42.7%
Hamburg, NY #516	\$24,134	\$34,403	42.6%
Bel Air, MD #502	\$22,621	\$31,851	40.8%

District Sales Growth

District	Region	WTD%
Eric Montes	Northeast	8.5%
Anthony Chapa	Southeast	7.9%
Joseph Risnear	Southeast	7.7%
Adam Shafran	Western	7.7%
Jon Fiorentine	Northeast	7.6%
Brian Pitre	Southeast	7.1%
Todd Bell	Western	7.0%
Jim Hamblen	Southeast	5.7%
Louis Deignan	Western	5.5%
John Chudzinski	Western	5.2%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Mississauga, ON #844	20.9%	44.7%	23.9%
W. Mississauga, ON #836	16.1%	37.3%	21.2%
Herndon, VA #099	14.2%	33.4%	19.2%
Johnstown, PA #534	5.4%	22.9%	17.5%
Willowdale, ON #845	21.4%	38.5%	17.1%
Joplin, MO #749	5.9%	21.6%	15.7%
Chicago, IL #685	20.7%	35.8%	15.1%
Villa Park, IL #686	13.3%	28.2%	14.9%
Alpharetta, GA #600	19.7%	34.3%	14.6%
Dublin, OH #322	23.4%	37.6%	14.2%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
Foothill Ranch, CA #371	\$21,851	\$26,787	22.6%
Killeen, TX #732	\$27,679	\$33,138	19.7%
Towne South, OK #888	\$21,506	\$25,538	18.7%
Portage, MI #327	\$22,606	\$26,507	17.3%
Houston, TX #585	\$46,584	\$53,244	14.3%
Paducah, KY #113	\$17,486	\$19,651	12.4%
York, PA #965	\$16,610	\$18,513	11.5%
N. Olmsted, OH #559	\$21,319	\$23,477	10.1%
Newark, CA #321	\$21,660	\$23,514	8.6%
Bakersfield, CA #041	\$44,756	\$48,084	7.4%

Support Center FUNdamentals Training

~ Class of October, 2019 ~



Another successful FUNdamentals class is in the books!

Welcome everyone to the Chuck E. Family!

~ Mike Johnson-Purchasing, Michele Harris-Purchasing, Stephen Cordova-Purchasing, Glenn Ford-IT ~



Week 39
October 11, 2019

MILESTONES-

5

Neil Smith ~ 673
Ryan Williams ~ 319
Samantha Lozano ~ 371
Ketthya Chhuon ~ 413
Ralph Dorlus ~ 433
Dorothy Powers ~ 502
Aaron Treutelaar ~ 531
Rocky Trevino ~ 558
Mariah Quinn ~ 359
Te'Khyra Vaughn ~ 685
Jessica Dupree ~ 694
Skipper Thurman ~ 748
Adrianna Walker ~ 779
Martha Carranza ~ 783
Jose Navarro ~ 789
Savann Morales ~ 933
Brianna Barnwell ~ 537

10

Brianna Barnwell ~ 537
Jennifer Torres ~ 729

15

Irving Medina
Tech Mgr. #537
15 years
Livier Becerra
Core Cast Member #422
15 years
Reginald Young
Cast Member #614
15 Years
Petra Hoyle
Opening Coordinator #795
30 Years
Daniel De Los Santos
NE Region DM
25 Years



Sierra Caskey

Team Wichita Falls, TX #309

Eric Bargas, DM

~ Excellent, Sierra was awesome and very attentive to my children. ~



Kayla Byrd-Brown

Team Largo, MD #532

Mike Svoboda, DM

~ Everything was great and my host Kayla was good and very helpful with everything. My daughter enjoyed her birthday I know shw will be knocked out when we get back home tonight. ~



Reminder:

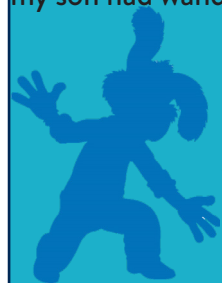
Continue to send in your Ruby Pin achievers to

learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

I have to give credit when it is due! I really think that this place is amazing. I had a moment where my child had run off, granted I'm sure lots of parents have this moment at Chcuk E. Cheese. I searched for my child and I honestly couldn't find him I was about 5 seconds from asking them to announce his name over the speakers when I finally looked over and saw him sitting with one of the Managers in the corner. She had noticed my son looking around and instantly decided that she would make him comfortable by sitting with him with one of the games from the gift shop until he saw his mom. As a mother I feel like this was beyond amazing! In a restaurant so packed she was able to pick out my child as being lost and decided to invest her time on sitting with him and making him feel comfortable while the rest of her staff looked for me. I went over and apologized to her and she was very real and you can tell perhaps she had kids of her own. I could not be more thankful for her dedication in making sure my child felt safe and knowing this place has management like this makes me feel at ease in this world. Thank you again for having wonderful people at your stores trained to handle situations like these. I honestly would have lost my mind had it not been for her being able to determine my son had wandered from the group.



Southeast
Orlando, FL #681

RVP Bill Eich
DM Seneca Gray-Robinson
GM Stephanie Lamb



We visited your Berwyn, PA location recently, it was my granddaughter's 4th birthday and her request. This is the only location in our area but still not close or convenient which is why we didn't plan her party there. After your visit we were very disappointed it is so far away. Megan was working that evening and the Manager was Bob. Being a Thursday night it was very slow, but Megan greeted us brightly and was very helpful. She made our visit and upon learning it was a birthday visit made it extra special. Chuck E. also stopped by to visit her which was nice. I just want to give Megan cudos for a great job she does. Everyone who walked in the door got a great greeting and service from her. I hope this leads to her being rewarded for her great service.



Northeast
King of Prussia, PA #543
RVP Chris Kelly
DM Jon Fiorentine
GM Robert Newcomer
Cast Member Megan

Every time we go to Chuck E. Cheese we cannot express enough how happy we are when we see that Greg is there. When we see he's there we know we'll have a great time. A Manager who genuinely loves making people smile is a very rare commodity in this day and age. No matter how busy, we see him always taking the time to help people and listen if one of the kids asks him a question. He never forgets that children are the core of the business, yet genuinely cares about them having fun. When we had the party celebrating our son's adoption day, Greg made us feel like royalty, and our son felt like a king. Everything was there at the time we wanted, we got the Party Server we requested, it was great. One night when we were the only ones there with our son and Chuck E. was scheduled to come out, he asked if our son would like the dance or having Chuck E. play a few games. Our son still talks about the night Chuck E. played skee ball with him. Greg always makes us feel welcome every time we go there, and we can see he treats not just us, but everyone the same way. There are so many who make us feel welcome and we wish we could write everyone's name down as well, but we hope you keep Greg for a very long time. It's people like him who keep us coming back.



Western
Murrietta, CA #414
RVP Jim Brawley
DM Patty Cedillo
GM Meagan Reynolds
Asst Manager Greg

THE MORE YOU KNOW...

Marketing

New Receipt Paper

New receipt paper is on it's way, and it's multi-functional!

This new receipt paper will have coupons and messages printed on the back, which will help to eliminate the following:

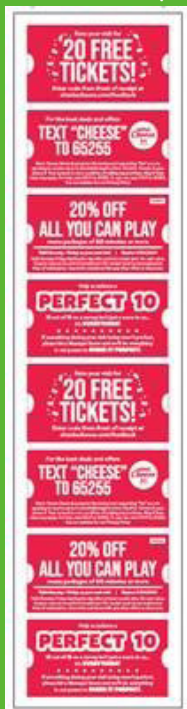
- Kid Check bounceback coupons
- Perfect 10 bookmarks

Note: bookmarks will still be available to order per DM's special request

- Text from the front of the receipt

New receipt paper will be drop shipped to all restaurants starting in November, but we wanted to let everyone know so you can start depleting your current inventory!

For further details and instructions regarding this transition, please refer to the communication sent out by Marketing



Risk Management

Tip of the Week:

Adhere to the Food Safety Program:

- Wash your hands frequently
- Use day dots and discard expired food immediately
- Make sure food is stored at the proper temperature

Facilities

Tip of the Week:

Entouch:

When you receive Entouch notices by email, be sure to review them and submit work orders for issues in a timely manner.

Put details from Entouch into your work order, including the unit number and issue found.

Delaying known repairs can cause a problem to get worse, costing more money.

Marketing

\$1 Unicorn Churros

A special offer is coming your way for the next couple of weeks via Third Party Delivery! \$1 Unicorn Churros with the purchase of a large pizza! (only available through Door Dash and GrubHub)

For further details, please refer to the 2019 Halloween in-store guide.



Audit

TIP OF THE WEEK

Cash handling: Print and retain void and free token reports daily.

Always file with closing paperwork.



THE MORE YOU KNOW...

Fundraising

Fundraiser Program Additions

2 new programs have recently been added to enhance and/or supplement our current Fundraiser packages!

- **Cards For Cash:** Schools can pre-sell cards loaded with points and receive 25% of those sales! (can be done with or without a scheduled event)
- **F-Raiser Night Play Time:** Schools pre-sell 1-hour of AYCP to be redeemed on the night of a regularly scheduled Fundraiser Night (also receiving 25%). Helps with attendance and gives schools a larger shot of sales results!

Packets are available on the Marketing Ordering site. See the details in the MAC or from previous communications.

Marketing

Menu Extenders

As a reminder, once you have digital menus installed in your restaurant, please be sure to remove all menu extenders!

Once digital menus are put in place, there is no need for the menu extenders. The rotating screen takes the place of all POP promotions on the extenders.

If you have any questions, please reach out to marketing at marketing@cecentertainment.com



Learning & Development

Lunch Buffet & Play Reminder

As a reminder, this coming week all restaurants who still have buffet equipment will be offering the 'Lunch Buffet & Play' promotion happening in your restaurants.

Your buffet will be operating for this one week special only (10/14-10/18).

For further details regarding this promotion, please refer to the communication sent out by L&D on 10/4.

Learning & Development

New Vegetable SMTS

In an effort to improve the quality standards for our Salad Bar and Make Table, some changes have been made in the cut of our vegetables.

What has changed?

The following vegetables have changed to a 5 setting on the wonder knife for both Make Table and Salad Bar:

- Red Onion
- Green Pepper
- Cucumber



For copies of your updated SMTS, please print from the communication sent out by Learning & Development. Hard printed copies will be sent out at a later date, along with other menu changes and updates coming your way.

If you have any questions regarding these changes, please reach out to your Regional L&D Manager



CAREER GROWTH OPPORTUNITIES

General Manager

Dothan, AL	703
Anchorage, AK	589
Calgary, AB	874
Jonesboro, AR	668
Orange, CA	785
Waterbury, CT	463
Lowell, MA	457
Springfield, MA	476
Reno, NV	316
Raleigh, NC	636
Oklahoma City, OK	888
Janesville, WI	728

Tech Manager

Bakersfield, CA	041	Douglasville, GA	613
Cerritos, CA	362	Chicago, IL	063
Laguna Hills, CA	378	Frederick, MD	770
San Jose, CA	404	Danvers, MA	478
Murrieta, CA	414	Howard Beach, NY	649
San Bruno, CA	444	Greece, NY	839
Hartford, CT	470	Mayfield Heights, OH	547
Alpharetta, GA	600	Mississauga, ON	844
		Arlington, TX	416

District Level

District Technical Manager
Antioch, TN #074



Peter Piper Pizza

Miami Gardens, FL #1268
Chandler, AZ #1216
Gilbert, AZ #1283

General Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

